News Release
Communiqué

Ontario

Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

For Immediate Release
May 1, 2007
2007/nr-094

MCGUINTY GOVERNMENT EXPANDS ACTION LINE TO BENEFIT HOME CARE

Ontarians Receiving Home Care Services Can Now Phone With Concerns And Complaints

TORONTO – The McGuinty government is expanding the Long-Term Care Action Line so that home care clients receiving care through their local Community Care Access Centre (CCAC) have access to this service, Health and Long-Term Care Minister George Smitherman announced today.

"The Long-Term Care Action Line, which we launched in 2004, has proven to be an effective resource in hearing concerns or complaints from residents of long-term care homes and their families," Smitherman said. "Now Ontarians who receive home care or other support services can use the Action Line, if they have a concern or complaint about the services they are receiving."

Effective today, the Long-Term Care Action Line is being expanded so home care clients or others, such as family members, can call with any concerns or complaints they have about services.

Ontario residents can reach the Long-Term Care Action Line at 1-866-876-7658 or TTY 1-800-387-5559.

The line is being expanded in response to a recommendation from Elinor Caplan's May 2006 report on improving home care services in Ontario.

CCACs coordinate access to nursing, therapy, personal support and homemaking, and other services to people at home; provide placement in long-term care homes; and give out vital information to caregivers about the services and supports available to their friends and family.

Until now, the Action Line was available only to long-term home care residents and their family members.

CCACs have an existing complaints process. While clients are encouraged to work directly with their home care provider, some may be reluctant to do so. The expanded service offers these individuals with an alternate option to address their concerns.

CCAC clients will also have the option of working with an independent complaints facilitator to address any concerns. These facilitators, who are located throughout the province, will respond to clients within 10 business days and will work with them to address concerns.

This is just the latest example of how the McGuinty government is on the side of Ontario families wanting quality community-based services. Other initiatives include:

- Investing $340 million in home care since 2003/04;
- Providing $74.6 million over three years to create an additional 22 Community Health Centres and

17 satellites to improve access to the full range of primary care services, including health promotion and disease prevention;
- Investing $68.5 million to improve access to community-based mental health services for 22,910 more Ontarians this year.

Today's initiative is part of the McGuinty government's plan for innovation in public health care, building a system that delivers on three priorities – keeping Ontarians healthy, reducing wait times and providing better access to doctors and nurses.

-30-

Media Contacts:

David Spencer
Minister's Office
416-327-4320

David Jensen
Ministry of Health and Long-Term Care
416-314-6197

Members of the general public: 1-866-532-3161.

This news release, along with other media materials, such as matte stories and audio clips, on other subjects, are available on our website at: http://www.health.gov.on.ca under the News Media section.

For more information on achievements in health care, visit: www.resultsontario.gov.on.ca.

Disponible en français.